



Citizen's / Client's Charter
for
Government of India
(Ministry of Culture)
(2013-2014)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

An India where cultural diversity and heritage are important pillars of inclusive national development.

Mission

Implement sustainable solutions through which India's diverse tangible and intangible culture and ancient heritage will remain universally accessible.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	7	Shri Maneesh Rajan(Under Secretary)	partsection@gmail.com	(24642148)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/Building-grants-studio-theater.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/Building-grants-studio-theater.html	Not applicable	Not applicable	0
2	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGs)	7	Shri Surendra Patel(Under Secretary)	surendra.patel@nic.in	(24642158)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/cultural-functions-grant-scheme.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/cultural-functions-grant-scheme.html	Not applicable	Not applicable	0
3	Financial Assistance to Professional Groups and Individuals for Specified Performing Art Projects	7	Shri Maneesh Rajan(Under Secretary)	partsection@gmail.com	(24642158)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/salary-&-production-grant.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/salary-&-production-grant.html	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Scholarships to Young Artistes in different Cultural Fields	7	Shri Surendra Patel(Under Secretary)	surendra.patel@nic.in	(24642158)	Applications are invited through advertisement in Print media and website of the Ministry http://indiaculture.nic.in/indiaculture/scholarship-to-young-artist.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/scholarship-to-young-artist.html	Not applicable	Not applicable	0
5	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for research oriented projects	7	Shri Surendra Patel(Under Secretary)	surendra.patel@nic.in	(24642158)	Applications are invited through advertisement in Print media and website of the Ministry http://indiaculture.nic.in/indiaculture/senior-junior-fellowship.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/senior-junior-fellowship.html	Not applicable	Not applicable	0
6	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks of life who may be in indigent circumstances and their dependents	8	Shri Maneesh Rajan(Under Secretary)	partsection@gmail.com	(24642148)	Applications are accepted throughout the year	Application in the prescribed format available on the website of the Ministry http://indiaculture.nic.in/indiaculture/pension-grant.html	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
7	Financial assistance for setting up of new Museums, to promote the strengthening and modernization of existing museums at the regional, state and local level	8	Shri Sanjay Kumar(Under Secretary)	sanjay104@gmail.com	(23380136)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/museum.html	Details of documents are available on the website of the Ministry http://indiaculture.nic.in/indiaculture/museum.html	Not applicable	Not applicable	0
						Applications are scrutinized and Deficiency Memo is issued to the Organizations in respect of incomplete applications	N/A			
						Complete applications are placed before a Expert Committee for consideration which generally meets once in every quarter	N/A			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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						Organizations submitting proposal with project cost of Rs. One Crore or more are called to make presentation before the Expert Committee	N/A			
						Sanction is issued for the proposals approved by the Expert Committee within 2 months from the date of meeting of the Committee	N/A			
8	Financial assistance for promotion, protection and preservation of the cultural heritage of the Himalayan region through research, documentation, dissemination	7	Shri Yashveer Singh(Under Secretary)	yash_veersingh@yahoo.co.in	(24642159)	Applications are invited through advertisement in Print Media from the eligible Organizations / Individuals Schemes also available on the website of the Ministry of Culture http://indiaculture.nic.in/indiaculture/the-cultural-heritage-of-himalayas.html	Bye-Laws and Memorandum of Association	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Applications are to be forwarded by the State Government with due recommendations	N/A			
						Applications to be placed before the Expert Advisory Committee for their recommendations	N/A			
9	Financial assistance to Buddhist/Tibetan organizations including Monasteries engaged in the preservation and development of Buddhist/Tibetan culture and art	7	Shri Yashveer Singh(Under Secretary)	yash_veersingh@yahoo.co.in	(24642159)	Applications are invited through advertisement in Print Media from eligible Organizations/Individuals Schemes also available on the website of the Ministry of Culture http://indiaculture.nic.in/indiaculture/budhist-&-tibetan-culture-art.html	Copy of Memorandum of Association	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						Applications are to be forwarded by the State Government with due recommendations	N/A			
						Applications to be placed before the Expert Advisory Committee for their recommendations	N/A			
10	Financial support for cultural programmes organised by Not-for-Profit organisations to commemorate 150 years of Rabindranath Tagore	7	Shri Arnab Aich(Under Secretary)	arnab_aich@yahoo.in	(23022337)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/tagore-commemoration-grant-scheme.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/tagore-commemoration-grant-scheme.html	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Financial assistance for Book Fairs, Book Exhibitions and participation in International Book Fairs/Publishing Events	7	Shri S.C. Mondal(Under Secretary)	solib-culture@nic.in	(23382158)	Applications are invited through advertisement in Print Media and Website of the Ministry. http://indiaculture.nic.in/indiaculture/bookfairsscheme.html	As per the check list made available on the website of the Ministry. http://indiaculture.nic.in/indiaculture/bookfairsscheme.html	Not applicable	Not applicable	0
12	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	7	Shri Maneesh Rajan(Under Secretary)	partsection@gmail.com	(24642148)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/tagore-cultural-complexes.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/tagore-cultural-complexes.html	Not applicable	Not applicable	0
13	Award of National Fellowship to encourage scholars/ academicians to affiliate themselves with various institutions cultural institutions in the country and to work on projects of mutual interest	7	Shri Surendra Patel(Under Secretary)	surendra.patel@nic.in	(24642158)	Applications are invited through advertisement in Print media and website of the Ministry http://indiaculture.nic.in/indiaculture/scheme-of-tagore-national-fellowship-for-cultural-research.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/scheme-of-tagore-national-fellowship-for-cultural-research.html	Not applicable	Not applicable	0

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
14	Financial Assistance to Magazines and journals dedicated to India's culture and heritage	7	Shri Maneesh Rajan(Under Secretary)	partsection@gmail.com	(24642148)	Applications are invited through advertisement in Print Media and website of the Ministry http://indiaculture.nic.in/indiaculture/fspm.html	As per the check list made available on the website http://indiaculture.nic.in/indiaculture/fspm.html	Not applicable	Not applicable	0

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Financial assistance to cultural organizations to create training, rehearsal and performance spaces for artistes	7.0	Release of Grant/First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records
2	Financial support for seminars, research, workshops, festivals and exhibitions organized on different aspects of Indian Culture under Cultural Functions Grant Scheme (CFGs)	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records
3	Financial Assistance to Professional Groups and Individuals for Specified Performing Art Projects	7.0	Release of Grant/First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records
4	Scholarships to Young Artistes in different Cultural Fields	7.0	Award of Scholarship from the closing date of receipt of applications	215	days	7.00	Ministry's Records
5	Senior/Junior Fellowships to Outstanding Persons in the Field of Culture for research oriented projects	7.0	Award of Fellowship from the closing date of receipt of applications	215	days	7.00	Ministry's Records
6	Financial Assistance to Persons Distinguished in Letters, Arts and such other walks of life who may be in indigent circumstances and their dependents	8.0	Release of Financial Assistance from the date recommended by the Expert Committee in its meeting	12	Months	8.00	Ministry's Records
7	Financial assistance for setting up of new Museums, to promote the strengthening and modernization of existing museums at the regional, state and local level	8.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	8.00	Ministry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
8	Financial assistance for promotion, protection and preservation of the cultural heritage of the Himalayan region through research, documentation, dissemination	7.0	Release of Financial Assistance from the date of Expert Committee Meeting	110	days	7.00	Ministry's Records
9	Financial assistance to Buddhist/Tibetan organizations including Monasteries engaged in the preservation and development of Buddhist/Tibetan culture and art	7.0	Release of Financial Assistance from the date of Expert Committee Meeting	110	days	7.00	Ministry's Records
10	Financial support for cultural programmes organised by Not-for-Profit organisations to commemorate 150 years of Rabindranath Tagore	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records
11	Financial assistance for Book Fairs, Book Exhibitions and participation in International Book Fairs/Publishing Events	7.0	Release of Grant/First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records
12	Financial support to create cultural complexes to provide avenues for creative expression and learning to the younger generation	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records
13	Award of National Fellowship to encourage scholars/ academicians to affiliate themselves with various institutions cultural institutions in the country and to work on projects of mutual interest	7.0	Award letters by the concerned Institutes from the date of meeting of National Selection Committee	85	days	7.00	Ministry's Records
14	Financial Assistance to Magazines and journals dedicated to India's culture and heritage	7.0	Release of First Instalment from the date of Expert Committee Meeting	85	days	7.00	Ministry's Records

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri Sanjiv Mittal	23382331	sanjv.mittal@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
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Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
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Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
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